

## Wisconsin Certified Peer Specialist Best Practice Guide: Bringing the Core Competencies to Life

Domain 1: Values	Notes on Best Practices	Example
1.1 Believes that recovery is an individual journey with many paths and is possible for all	Certified peer specialists understand and recognize that recovery is attainable by anyone and that each person's recovery is unique to themselves. Additionally, certified peer specialists value the diverse array of recovery pathways available and validate each person's chosen pathway.	Certified peer specialists are knowledgeable about a wide variety of recovery pathways and recognize each pathway as equally valid. They are able to support the people they're working with in navigating their own personal recovery pathway without undue influence or judgement.
1.2 Believes in and respects people's rights to make informed decisions about their lives	Certified peer specialists are aware of the importance of informed decision-making and recognize this as a basic right of people receiving services. They understand that in order to make decisions in their best interests, people must have access to all of the information they request or need.	Certified peer specialists strive to ensure they are adhering to informed consent practices at all times. They provide and share information as requested and support the people they're working with in accessing all information to aid in their decision-making.

Domain 1: Values	Notes on Best Practices	Example
1.3 Believes that personal growth and change are possible	Certified peer specialists recognize that each person has within themselves the ability to make changes and develop themselves however they see fit.	Certified peer specialists recognize growth within the people they're supporting and hold space for each person to determine what that means for themselves. They celebrate this growth and change alongside the people they're working with and, in doing so, support them in continuing forward.
1.4 Believes in the importance of empathy and listening to others	Certified peer specialists understand that listening while withholding judgement and connecting through shared lived experiences are crucial to the development of effective, supportive relationships. Certified peer specialists walk beside the person they're supporting, not in front of them as a guide or behind them as a follower.	Certified peer specialists build empathic connections with the people they support by drawing on their lived experience. They are able to connect with people even if their lived experience is not the exact same by recognizing the underlying emotions and human experiences that run between them.
1.5 Believes in and respects all forms of diversity ( <a href="#">State Council on Alcohol and Other Drug Abuse's Cultural Diversity Committee's definition of cultural competency</a> )	Certified peer specialists recognize and value the importance and inclusion of those with diverse backgrounds, including members of marginalized communities. They respect each person's right to identify for themselves which aspects of their culture and background are important or meaningful to them. They are aware of their own biases and understand how to address them in order to mitigate harm they may cause inadvertently.	Certified peer specialists do not presume that the people they're supporting need to adopt any of the certified peer specialist's cultural beliefs or vice versa. Certified peer specialists foster openness to people's cultural values and beliefs. They strive to educate themselves about cultures and backgrounds with which they are unfamiliar while recognizing that they will never be the expert in another person's culture.

Domain 1: Values	Notes on Best Practices	Example
1.6 Believes in the importance of self-awareness and self-care	Certified peer specialists understand the importance of regular self-evaluation, check-ins, and self-care. They are able to effectively engage in these activities and do so on a regular basis.	Certified peer specialists discuss and share information about self-awareness and self-care with the people they support. They utilize self-disclosure to talk about their own self-care and how they check-in with themselves in order to facilitate discussion of these topics with the people they support.
1.7 Believes in lifelong learning and personal development	Certified peer specialists recognize that they always have the ability to continue to learn and grow. They are interested in continuing to hone their skills, expand their education, and grow both personally and professionally.	Certified peer specialists take advantage of training and educational opportunities as they arise. They strive to ensure that any trainings they attend are presented with peer values in mind or are relevant to their work as a certified peer specialists. When engaging with educational opportunities that fall outside their scope, certified peer specialists will find ways to apply the knowledge they've gained without compromising their work or violating the <a href="#">Wisconsin Certified Peer Specialists Code of Ethics</a> .
1.8 Believes that recovery is a foundation of well-being	Certified peer specialists recognize that recovery and well-being look different for everyone. They also understand that engaging with self-defined recovery can be a solid base off of which people can grow and develop their personal well-being.	Certified peer specialists work with the people they're supporting to understand what well-being means and looks like to each person. They discuss with them the role recovery can play as a part of well-being and support people in engaging with recovery if they so choose.

Domain 1: Values	Notes on Best Practices	Example
1.9 Believes that recovery is a process	Certified peer specialists understand that recovery is non-linear and looks different for everyone. They are able to recognize that each person will progress through recovery at their own pace and will grow and learn through the choices they make along the way.	Certified peer specialists encourage the people they're supporting to explore and engage with recovery as they see fit and at the pace they set themselves. They continue to provide support even when they may disagree with choices being made and when setbacks may occur. Certified peer specialists support people in exploring what they can learn from setbacks and how they can continue to grow in their recovery in spite of them.
1.10 Believes in the healing power of healthy relationships	Certified peer specialists value the impact that healthy relationships can have on people's overall health, well-being, sense of security, etc. They validate each person's definition of what makes a relationship healthy and do not set those parameters for anyone.	Certified peer specialists work with the people they're supporting in order for them to define what a healthy relationship looks like. They support people in developing connections, establishing and maintaining boundaries, and growing healthy relationships as defined by that person.
1.11 Believes and understands there are a range of views regarding mental health and substance use disorders and their treatment, services, supports, and recovery	Certified peer specialists believe in the concept of cognitive liberty or the ability for each person to make meaning of their own experiences for themselves. They recognize that each person's interpretation of their own experiences is valid and do not attempt to push specific frameworks or viewpoints onto the people with whom they work.	Certified peer specialists support and validate each person's unique understanding and approach to their mental health and/or substance use challenges and recovery. They also work to challenge preconceived notions that others have around these topics, engage in discussion around the various viewpoints that exist, and advocate alongside the people they're supporting for their interpretation to be respected by everyone from whom they're receiving support.

Domain 2: In-Depth Knowledge of Recovery	Notes on Best Practice	Example
<p>2.1 Knowledge of the Substance Abuse and Mental Health Services Administration's <a href="#">definition of recovery</a>: "A process of change through which individuals improve their health and wellness, live a self-directed life, and strive to reach their full potential."</p>	<p>Certified peer specialists are familiar with the Substance Abuse and Mental Health Services Administration's definition of recovery. As the definition changes and grows, they stay up-to-date with relevant information.</p>	<p>Certified peer specialists support the people with whom they work in engaging with the various aspects of recovery as defined by each person. Although they are knowledgeable regarding the Substance Abuse and Mental Health Services Administration's definition of recovery, they recognize each person's individual definition of recovery as the most important one. Certified peer specialists do not force the Substance Abuse and Mental Health Services Administration's recovery definition on the people they're working with at any time.</p>
<p>2.2 Knowledge of mental health and substance use disorders and their impact on recovery</p>	<p>Certified peer specialists have at least a basic understanding of various mental health and substance use disorders. They recognize that labeling them mental health and substance use disorders is just one framework or method of interpreting human experiences</p>	<p>While certified peer specialists are knowledgeable about mental health and substance use disorders, they hold space for each person to make meaning of their own experiences, particularly those who do not find the framework of diagnoses and disorders to be beneficial. They utilize their ability to recognize the impact that living with mental health and/or substance use challenges may have on a person's recovery to support the people with whom they're working through navigating related potential pitfalls and setbacks.</p>

Domain 2: In-Depth Knowledge of Recovery	Notes on Best Practices	Example
2.3 Knowledge of the basic neuroscience of mental health and addiction	Certified peer specialists have at least a basic understanding of the neuroscience behind mental health and substance use challenges. They also have an understanding of the physiological impact these challenges may have on the body.	Certified peer specialists share information related to the science behind mental health and substance use challenges with the people they're supporting when requested. They are careful not to utilize this information to explain away behavior or invalidate the experiences of the people they're supporting.
2.4 Knowledge of stages of change and recovery	Certified peer specialists have a working knowledge of the Stages of Change framework and the ability to utilize it effectively.	Certified peer specialists are able to meet each person they're supporting in whichever stage of change that person may be in. They are able to tailor their approach to providing support to match the stage that each person is in. They do so while being careful not to become prescriptive of the way they provide services based solely on which stage of change they feel the person they're supporting may be in.
2.5 Knowledge that recovery and wellness involves the integration of the whole person including spirituality; physical, vocational, and emotional health; sexuality; gender identity; and community	Certified peer specialists recognize that recovery and wellness extend far beyond mental health and substance use challenges. They understand that recovery and wellness can be all encompassing and include whichever aspects of a person's life that they identify as important or meaningful to them.	Certified peer specialists provide support in a manner that is unique to the self-identified recovery and wellness needs and wants of each person they're supporting. They support people in identifying for themselves which aspects of their lives hold the most meaning and are important to their recovery and wellness and then support them in learning to develop those areas.

Domain 2: In-Depth Knowledge of Recovery	Notes on Best Practices	Example
2.6 Knowledge of trauma and its impact on the recovery process	Certified peer specialists have at least a basic understanding of trauma and its potential long term neurological, physiological, and emotional impacts. They understand how this can play a role in people's recovery in a variety of different ways.	Certified peer specialists know that each person identifies, responds to, and is affected by trauma in different ways. Certified peer specialists are able to explore with the people they're supporting the impact trauma may have had on both their recovery and their life as a whole. In doing so, they are able to support the people with whom they work in taking steps to address their trauma if they so choose.
2.7 Knowledge of person-centered care principles	Certified peer specialists have at least a basic understanding of person-centered care principles and work to ensure they are providing services while keeping them in mind.	Certified peer specialists provide services in such a way as to always keep the person they're supporting at the center of services. They recognize the people they're supporting as the expert not only in their recovery, but also in their lives. Certified peer specialists advocate alongside them for all supports with which they choose to engage to recognize and respect this as well.
2.8 Knowledge of strengths-based planning for recovery	Certified peer specialists have at least a basic understanding of strengths-based approaches to providing support, including planning for recovery. They recognize the importance of providing strength-based support and strive to avoid approaching from a deficit-based standpoint.	Certified peer specialists support the people with whom they're working in identifying their own strengths. In doing so, the certified peer specialists can support them in learning how to utilize these strengths in order to do for themselves that which promotes recovery and a sense of well-being.

Domain 2: In-Depth Knowledge of Recovery	Notes on Best Practices	Example
2.9 Knowledge of the impact of discrimination, marginalization, and oppression	Certified peer specialists not only have knowledge of the impact of discrimination, marginalization and intersecting levels of oppression, but are also able to recognize the impact of power and privilege in society. Additionally, certified peer specialists acknowledge and aim to address the role they play in perpetuating these things, whether intentionally or not.	Certified peer specialists hold space for those impacted by discrimination, marginalization, and intersecting levels of oppression to share their experiences. Certified peer specialists recognize them as the experts of their own experiences and do not question or debate whether a person has been harmed when they are stating that they have been. When certified peer specialists are alerted that they have engaged in harmful practices they acknowledge their mistake, apologize sincerely, and make adjustments as needed.
2.10 Knowledge of the impact of internalized stigma and shame	Certified peer specialists have an understanding of internalized stigma and shame and the impact they can have on the people they're supporting. They recognize the unique barriers that come with living with mental health and/or substance use challenges when negative and harmful societal stereotypes and messaging are directed inwards and internalized.	Certified peer specialists are able to effectively utilize their own experiences with internalized stigma to connect empathically with the people they're supporting. They understand that internalized stigma affects each person to a different degree and support the people with whom they're working in identifying ways to combat its effects as needed.



Domain 3: Roles and Responsibilities of a Certified Peer Specialist	Notes on Best Practices	Example
3.1 Knowledge of the rights of peers seeking support, such as state and federal law regarding client rights, civil rights, and the Americans with Disabilities Act (ADA)	Certified peer specialists have at least a basic understanding of the rights of people receiving services, civil rights, and the ADA. They understand how these laws and regulations impact the support they provide and the field in which they work as a whole.	Certified peer specialists support the people with whom they're working in exercising their rights in any situation they feel necessary. They utilize their understanding of laws and regulations to support the people with whom they work as they navigate through a variety of service systems.
3.2 Knowledge of ethics and boundaries	Certified peer specialists have a thorough understanding of not only the <a href="#">Wisconsin Certified Peer Specialists Code of Ethics</a> , but also how to apply that code of ethics in a professional setting. They also recognize that ethical situations are often "gray areas" with no clear or best response and strive to mitigate harm done when encountering these situations.	Certified peer specialists regularly review the <a href="#">Wisconsin Certified Peer Specialists Code of Ethics</a> both individually and with their supervisor. They discuss ethical situations they may encounter with their supervisor when needed and work to continuously grow their understanding of how to effectively apply the <a href="#">Wisconsin Certified Peer Specialists Code of Ethics</a> while providing peer support.
3.3 Knowledge of the scope of practice of a Certified Peer Specialist	Certified peer specialists have a comprehensive understanding of the <a href="#">Wisconsin Certified Peer Specialists Scope of Practice</a> . They recognize the limits of their scope of practice and utilize this scope as a framework when providing services.	Certified peer specialists share the <a href="#">Wisconsin Certified Peer Specialists Scope of Practice</a> with employers when asked to provide services outside of their role. They are able to advocate and educate others effectively on the scope of practice of a certified peer specialists in order to maintain the integrity of their role and the peer relationship.

Domain 3: Roles and Responsibilities of a Certified Peer Specialists	Notes on Best Practices	Example
3.4 Knowledge of confidentiality standards	Certified peer specialists are knowledgeable of general confidentiality standards both at their place of employment and within the behavioral health field as a whole. They recognize the limits of professional confidentiality and strive to approach from a place of informed consent when confidentiality must be broken.	Certified peer specialists share confidentiality standards with the people they're supporting at the beginning of the peer relationship. They practice informed consent throughout their time working with someone. When confidentiality must be broken, certified peer specialists strive to ensure that no decisions are made without the knowledge and consent of the person they're supporting.
3.5 Knowledge of ways to encourage safe, trauma-sensitive environments, relationships, and interactions	Certified peer specialists have a general understanding of how to engage in safe, trauma-sensitive relationships. They recognize that each person's definition of safe is different and understand the role that various historical and culture contexts play when determining what is a trauma-sensitive environment.	Certified peer specialists work with the people they're supporting to build mutually safe and trauma-sensitive environments. They are able to effectively establish and maintain their own boundaries while also recognizing and respecting the boundaries of the people they're supporting. Certified peer specialists strive to create safe relationships that are unique to each person with whom they work and that person's specific lived experience, culture, and self-identified wants and needs.

Domain 3: Roles and Responsibilities of a Certified Peer Specialists	Notes on Best Practices	Example
<p>3.6 Knowledge of appropriate use of self-disclosure</p>	<p>Certified peer specialists know how to utilize self-disclosure effectively, in a manner that is supportive of the peer relationship. They understand that effective self-disclosure takes shape differently in each peer relationship and have the skills necessary to be able to tailor what they're disclosing in support of each person to whom they're providing support.</p>	<p>Certified peer specialists share only what is necessary, relevant, and in support of the peer relationship. This is done so in a way that does not exert undue influence on the person they're supporting or present advice disguised as self-disclosure. Certified peer specialists utilize self-disclosure in a manner meant to inspire hope and demonstrate that recovery is real and possible.</p>
<p>3.7 Knowledge of cultural competency (As defined by Wisconsin State Council on Alcohol and Other Drug Abuse Cultural Diversity Committee: <a href="#">NEED LINK</a>)</p> <p><b>** THIS HAS NOT BEEN REVIEWED.</b></p> <p>Could not find committee definition of "cultural competency". Also this will be defined in Certified peer specialists curriculum revisions. Suggestion to bring this to the Certified peer specialists advisory committee.</p>	<p>Certified peer specialists have an understanding of the way culture influences and shapes people's experiences. They recognize that no cultural group is monolithic and that each individual member of a cultural group experiences that culture differently. Certified peer specialists do not presume competence or understanding of any culture besides their own.</p>	<p>Certified peer specialists hold space for each person they're supporting to share how their culture has played a role in their life. When asked or identified as a need, they are able to provide culturally specific services, resources, and referrals.</p> <p>Certified peer specialists do not place the burden of educating others about specific cultural needs on the backs of members of marginalized communities. They take time to educate themselves while recognizing that, regardless of which cultural groups people may belong to, each person has unique, self-defined wants, needs, and experiences.</p>

Domain 4: Skills	Notes on Best Practice	Example
4.1 Ability to bring an outlook on peer support that inspires hope and recovery	Certified peer specialists are able to provide information on the role of a certified peer specialists as a supplement to traditional services. Certified peer specialists provide peer support in a way that inspires hope and demonstrates that recovery is possible.	Certified peer specialists role model that recovery is possible and share experiences from their recovery journey in order to inspire hope. They share other existing opportunities and offer to link people they're supporting with others and sources of peer support. Certified peer specialists provide information on naturally occurring opportunities of support.
4.2 Ability to be self-aware and embrace and support own recovery	Certified peer specialists are in a place in their recovery where they are able to offer support to others and share their story in a way that inspires hope. Certified peer specialists maintain awareness of their own recovery needs.	Certified peer specialists maintain strong boundaries in their professional relationships and utilize supervision for support. They check in with themselves regularly to ensure they are still able to engage in peer relationships effectively. Certified peer specialists recognize that being in recovery and potentially having recovery-related needs does not diminish their importance or value as professionals. Certified peer specialists advocate against employer policing of their recovery.

Domain 4: Skills	Notes on Best Practice	Example
4.3 Ability to problem-solve	<p>Certified peer specialists are able to think critically and find multiple solutions to problems in an unbiased manner. They are able to view problems through multiple lenses and provide tailored solutions unique to the needs of each person they support. Certified peer specialists ask permission prior to providing options and respects the choices of the people they're supporting around whether to enter into problem solving. They maintain mutuality and avoid being an expert. Certified peer specialists use effective problem-solving to address personal challenges of the job.</p>	<p>Certified peer specialists work with the people they support to develop solutions to problems they have identified that meet their needs, keeping in mind each person's unique lived experience, background, culture, and chosen recovery pathway. While making decisions, the person receiving support is the final decision maker and is the expert in their own choices. Certified peer specialists offer lived experience and choices as examples of possible options for the person they're supporting to utilize.</p>
4.4 Ability to assist people in exploring life choices, and the outcomes of those choices	<p>Certified peer specialists are able to work with and support people from all walks of life in exploring their choices as they move towards the life or goals they've identified. They are able to engage with people in such a way as to assist them in understanding the outcomes of their choices in order for them to make informed decisions. They do this in a neutral manner by keeping their biases in check and supporting the person with whom they're working regardless of the choice they make.</p>	<p>Certified peer specialists always communicate a strong belief in voice, choice, and empowerment as essential to recovery. They support people in the choices they make and assist them in exploring potential outcomes of those choices. They maintain awareness of their personal biases and do not steer the people they support toward choices.</p>

Domain 4: Skills	Notes on Best Practice	Example
4.5 Ability to identify and support a person in crisis and know when to facilitate referrals	Certified peer specialists view and identify a crisis through the unique lens of each person that they support. They understand that each person defines crisis differently and do not utilize a blanket, clinical definition of crisis when working with people experiencing intense emotions or situations. Certified peer specialists facilitate referrals as necessary as determined by the person they're supporting and make referrals to supports that the person has identified as beneficial.	Understanding what the person they are supporting considers to be a crisis, in tandem with their agency's procedures, certified peer specialists do not identify crisis where it does not exist. Certified peer specialists are knowledgeable of the resources and supports that the person they are supporting finds beneficial and make referrals to those first in the event it is necessary. When involving others, including their supervisor, outside referrals, clinicians, etc., certified peer specialists always include the person they're supporting in those conversations and advocate alongside that person for the crisis support services they have identified as beneficial. They utilize moments of crisis as an opportunity for growth and healing for the certified peer specialists and the person they're supporting to build a deeper relationship.
4.6 Ability to listen and understand with accuracy the person's perspective and experience	Certified peer specialists utilize effective listening skills including open questions, affirmations, reflection, and summarizing to engage in empathic listening. They remain open to and show respect for the various cultural and historical lenses through which these experiences can be viewed.	When certified peer specialists are listening they stay present and focused on what the person is saying, listening for understanding rather than listening to respond. They do their best to convey understanding of what the person is sharing and, when incorrect, make space for the person to correct them. Certified peer specialists listen with genuine curiosity, openness, and interest in the person's story in order to build a deep connection through clear and reflective communication.

Domain 4: Skills	Notes on Best Practice	Example
4.7 Effective written and verbal communication skills	<p>Certified peer specialists communicate in a manner that resonates with each person with whom they interact. They are well versed in various communication styles and able to utilize them as needed. Certified peer specialists write and speak clearly, accurately, empathically, and as concisely as possible. They make room for and invite input from the person they're supporting and others as identified by that person.</p>	<p>Certified peer specialists tailor their communication style to each person they support in order to ensure understanding, mutuality, and engagement. They write and present verbally in a strength-based, informed, and concise style that can be understood by the person they're supporting to best provide services in a recovery-oriented manner.</p>
4.8 Ability to draw out a person's perspective, experiences, goals, dreams, and challenges	<p>Certified peer specialists are able to connect with each person individually regardless of where they are in the process of identifying goals, dreams, and challenges and are able to walk alongside each person they support as they learn to do so.</p>	<p>Certified peer specialists listen, recognize, and respect that the person they're supporting is the expert on identifying and defining their own perspectives, experiences, goals, dreams, and challenges. They support, encourage, and validate each person in identifying what is most important to them without providing advice or explicit direction. Certified peer specialists utilize their own recovery story to support people in overcoming challenges, building goals, and exploring their dreams and hopes for the future.</p>

Domain 4: Skills	Notes on Best Practice	Example
4.9 Ability to recognize and affirm a person's strengths	Certified peer specialists see strength in everyone. They interact with the world in a strength-based, person-centered manner, which allows them to identify and validate strength where others may not be able to see any. Certified peer specialists utilize these strengths to build the hope, self-esteem, and ability to connect of the person they're supporting.	Certified peer specialists validate each person's unique strengths as defined by that person. They provide an alternative point of view and encourage people to reframe challenges through a strength-based lens in order for them to identify strengths they may not recognize. They support people in cultivating the strengths they've already identified and growing those that are new.
4.10 Ability to foster engagement in recovery	Certified peer specialists recognize that one of the core tenants of peer support is the belief that recovery is possible through many pathways. They are able to recognize that recovery is unique to the person and that each person chooses and is able to engage with recovery to a different degree. They are able to meet each person where they're at and support their engagement with their recovery to the degree they have chosen. Certified peer specialists understand that challenges are part of the recovery journey. They normalize this process with the people with whom they work, and support risk taking that encourages growth and healing.	Certified peer specialists support people to connect and engage with recovery in the manner and to the degree that they have chosen. They provide people with information about an array of recovery pathways, always keeping their personal biases in check. They share their recovery story as relevant and only ever in a manner that is supportive of the peer relationship. Certified peer specialists support people as they explore what works best for them in recovery.



Domain 4: Skills	Notes on Best Practice	Example
<p>4.11 Ability to locate appropriate recovery resources, including basic needs, medical, mental health and substance use disorder care; supports, including social support and mutual aid groups; and to facilitate referrals</p>	<p>Certified peer specialists stay up to date with recovery resources and best practices, while consistently engaging in training and educational opportunities to increase their knowledge. They review resources regularly to ensure they're providing people with accurate information. They are knowledgeable about a variety of recovery resources beyond those relevant to their personal recovery. They educate themselves about resources available for marginalized communities.</p>	<p>Certified peer specialists take time to research and educate themselves about the resources available in their local community as well as on a statewide and national level. They work alongside the people they support to identify beneficial resources and facilitate referrals as requested. When asked for resources with which they are unfamiliar they utilize those around them, including their colleagues, supervisor, etc., for support.</p>
<p>4.12 Ability to facilitate and support a person to find and utilize resources</p>	<p>Certified peer specialists do with not for. They recognize the importance of people exploring resources for themselves while also providing support when necessary as determined by each person. Certified peer specialists are able to support the people with whom they're working with identify and engage with community-based resources of their choice.</p>	<p>Certified peer specialists and the person they're supporting work together to research information regarding resources in which they have expressed interest. They provide information about a variety of resources and walk step-by-step alongside the person they're supporting as they determine for themselves which resources they would like to engage with. Certified peer specialists strive to provide a wide variety of resources in a neutral manner.</p>

Domain 4: Skills	Notes on Best Practice	Example
4.13 Ability to work collaboratively and participate on a team	<p>Certified peer specialists are knowledgeable about their <a href="#">code of ethics</a>, <a href="#">scope of practice</a>, and <a href="#">core competencies</a> in order to ensure they are able to effectively communicate their role on a team. They are knowledgeable about other professionals with whom they're working and understand they have their own specific roles. They respect these differences and find commonalities in order to identify ways in which they can work together.</p>	<p>Certified peer specialists take an active role on the team and work to ensure that the voice of the person they're supporting is at the forefront of all decisions. They offer insight, information, and ideas that represent the unique role of a certified peer specialist. They are able to educate the team on the role of a certified peer specialists and are able to set boundaries in order to stay within that role. An understanding of all team members' roles can lead to the group working together to provide effective support.</p>
4.14 Ability to know when to ask for assistance and/or seek supervision	<p>Certified peer specialists are able to recognize when they need guidance or assistance. They know whom to go to when they need this and do so as needed. Certified peer specialists have an understanding of their employer's policies regulating when they are required to seek supervision and adhere to them.</p>	<p>Certified peer specialists have regularly scheduled supervision in order for them to have an opportunity to discuss professional experiences and continued development. They utilize the <a href="#">scope of practice</a> and <a href="#">code of ethics</a> as a framework for understanding the practice of peer support and discuss how best to adhere to these documents at their place of employment during supervision. Certified peer specialists seek consultation with other certified peer specialists at their employer when appropriate.</p>

Domain 4: Skills	Notes on Best Practice	Example
4.15 Ability to set, communicate, and respect personal boundaries of self and others	Certified peer specialists have self-awareness and understanding that they utilize to recognize, respect, and set boundaries. As those boundaries evolve they are able to communicate new boundaries as needed. Throughout the peer relationship, certified peer specialists convey information on boundaries and explore evolving boundaries in a compassionate manner. Certified peer specialists hold space for the people they're supporting to identify, communicate, and set their own boundaries, which certified peer specialists respect.	Certified peer specialists set limits in a manner that is straightforward, mutual, and compassionate. They respect and adhere to boundaries set by others including colleagues and the people they support. They seek supervision and support for any boundary concerns as needed.
4.16 Ability to utilize own recovery experience and skillfully share to benefit others	Certified peer specialists are in a place in their recovery where they're able to recognize their own strengths and the lessons they've learned. They only ever share in a manner that supports the peer relationship. Certified peer specialists practice sharing information about their recovery experience and work to do so in an effective manner.	When sharing their own recovery experiences, certified peer specialists emphasize that it is one of many pathways to recovery. They share their story in a positive, wellness-based manner and do not allow themselves to be caught up in war stories. They are careful to share only relevant, beneficial information about their recovery and do not overshare. Certified peer specialists share only after obtaining consent from the audience.
4.17 Ability to balance own recovery while supporting someone else's	Certified peer specialists have an understanding of their own recovery and the self-awareness to recognize how it may be changed by supporting others.	Certified peer specialists understand that supporting others can and will have an impact on their own recovery in a variety of ways. They utilize the tools, skills, and supports they've developed during their own recovery in order to maintain and grow their personal wellness.

Domain 4: Skills	Notes on Best Practice	Example
4.18 Ability to foster the person's self-advocacy and provide advocacy when requested by the person	Certified peer specialists understand how to support people in developing their self-advocacy skills as well as how to advocate alongside the people with whom they're working, keeping in mind that certified peer specialists do with and not for. The goal of advocacy work is self-direction.	Certified peer specialists have an understanding of a variety of tools that can be utilized to foster self-advocacy. They share these with the people they're supporting, work with them to develop their skills, and support them in taking the lead in deciding strategy and direction. When asked, they will advocate alongside the people they're supporting.
4.19 Ability to advocate for self in the role of a certified peer specialist	Certified peer specialists have developed their ability to self-advocate and are able to do so as needed in their place of employment. They are knowledgeable about the role of a certified peer specialist as well as the certified peer specialist profession in order to ensure they are able to work effectively while staying in their role.	Certified peer specialists educate their employers as needed about their <a href="#">code of ethics</a> and <a href="#">scope of practice</a> . They adhere to these documents as they provide services in order to ensure they are staying in the role of a certified peer specialist. When asked to provide additional services or act in a role beyond that of a certified peer specialist they explain and educate why they are unable to do so. Certified peer specialists connect with other certified peer specialists, relevant committees, agencies, and the Wisconsin peer specialist initiative as necessary when they experience ongoing misunderstanding of the role of a certified peer specialist.

*This document was developed by the Wisconsin Recovery Implementation Task Force's Training and Education Committee and approved by the [Wisconsin Recovery Implementation Task Force](#). It was also reviewed and approved by the [Wisconsin Certified Peer Specialist Advisory Committee](#).*